

## **Common Trouble Shooting Instructions and Guides**

## Wordperfect 6.x for Windows :

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Problem : HP5 driver error window appears when WP starts

Reason : No printer is selected.

Solution : In WP, select File, then Select Printer. Choose a printer from the list, then click on OK. This should take care of the problem.

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Problem : Error cannot Initialize, or any other error message which does not let you enter WP.

Note : Make sure that Afterdark or Idle Wild are not running, take these out of startup first. Once WP is working again, the programs can be placed back into startup. (These programs seem to cause intermittent problems with WP.)

Solution : Attempt 1 - delete all \*.BIF files under the windows directory, restart windows.  
Attempt 2 - Run REGEDIT, delete the blank registry entry, and delete all WP registry entries.  
Attempt 3 - Reinstall WP. [F:\WPWIN60\SETUP, Install, Network, Workstation ]

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## **Microsoft Office :**

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**Word**

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**Excel**

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**Schedule +**

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**Power Point**

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## Printers :

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### Common :

1. Is it network or local printer ?
  2. Are all the cables connected correctly and firmly ?
  3. Is the printer printing pages lightly or partially ?
  4. Are there any error messages displayed on the printer itself ?
  5. Are there any error messages displayed on the screen of the person trying to print ?
  6. Is the printer either need a new ribbon or more toner ?
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### Local :

1. Is the printer connected to the correct LPT port (1 or 2) ?
  2. Is the correct printer driver installed ?
  3. Is the printer Online ?
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### Network :

1. Is the printer running off of a PC or is it connected directly to the network ?
  2. If the printer is connected to a PC, is the AUTOPRN.SCR file loading up correctly ? (Step through the bootup process line by line to check.)
  3. Is the printer service for that person running (MSERVICE) ?
  4. Is the users profile setup to use that printer (MUSER) ?
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### Other Common Printer Issues

- There is not notification under Windows 95 OS when printing to a printer on the NT Network. There is notification in Windows NT of printer jobs spooling to the printer.
  - You will receive notification if there is a problem printing, however, if the job goes through successfully you will not receive any notification.
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### Mapping a network printer :

## Network Logon :

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### Common Login Issues

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Changing Passwords : Note, in order to properly setup your passwords to have one common login (so you only get asked once for a password to login to Banyan and MS NT Networks.) you must make sure of the following items.

Currently these instructions have been optimized for Windows 95 users. Windows 3.1 and NT users may find these instructions to be slightly different because of security issues with each of those operating systems.

1. First, you want to make your Windows password blank (This way you do not have to change it when you change your other passwords.) You also want to synch your Banyan and Microsoft Network passwords to be the same.
2. Under Control Panel, double click on the Passwords Icon.
3. Click on the Change Windows Password button.
4. You will be asked if you want to change your passwords for other services, make sure that the Banyan Vines, and Microsoft Network passwords are UNCHECKED.
5. Type in your current windows password, and leave the New Password, and Confirm New Password boxes blank.
6. Click on OK, it should tell you that your Windows password has been successfully changed.
7. If you Banyan Vines and Microsoft Network passwords are different, you can click on the Change other passwords button and select the Network service (Banyan Vines or Microsoft Network) password to synchronize with the other service.
8. Keep in mind that Banyan Vines has a 6 character min. password, is case sensitive, and you cannot use the last ten passwords which you used before, and has a 15 character maximum.

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### Banyan Vines Issues

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Problem : [Windows 95] Prompted to change password, but it will not let me.

Reason : When logging in at the common login prompt, it will not show you the error code messages.

Solution : Bypass the Login prompt, then click on Start, Programs, Banyan, Login. You should get the Banyan login prompt. From there login to Vines. Once logged in you will receive one of the two following error messages. Change your new password accordingly.

Error Code 1034 - new password is not different from the last ten passwords used

Error Code XXX - new password is either longer or shorter than minimum length  
(password must be between 6-15 alphanumeric characters)

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Problem : [Windows 95] I have changed my password for Banyan, but now I get a Windows logon prompt after the Banyan Vines login.

Reason : Passwords are not in synch. When the Banyan Vines password is changed, you must also change your windows password.

Solution : Click on Start, Setting, Control Panel. Double-click on the passwords icon in Control Panel. Click on change windows password. DO NOT CHOOSE TO CHANGE OTHER PASSWORDS. Change your windows password to match your new Banyan Vines password.

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### **Beyond Mail Issues**

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Problem : I cannot see any messages in my Inbox in Beyond Mail, and I have new messages.

Solution : Send yourself an e-mail message, this will bring back your Inbox messages.

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Problem : [Windows NT 4.0] When I try and run Beyond Mail, I get garbage error messages up and I cannot get into Beyond Mail.

Solution : Currently no excepted solution works. Supposidly entering a DOS program, or DOS Beyond Mail fixes the problem for that session so you can then enter Beyond Mail for Windows.

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Problem : Trying to get into Beyond mail and you receive the error message "Unable to find Beyond Mail mailbox".

Solution : Make sure that you are logged into the network, if your are logged into the network, then you may not have a Beyond Mail mailbox, contact the IM Helpdesk.

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### **Microsoft Exchange Issues**

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Problem : I have installed exchange, but I cannot access my Inbox.

Solution : You most likely need to configure your Inbox settings. This is done by right clicking on the Inbox and selecting properties. From there you must add MS Exhcange service, and add your name to that service.

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### **Microsoft Network Issues**

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